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County-State Claims Payment Processing Improvement Task Force

Meeting Notes – May 12, 2008

Launched in January 2008, the California Department of Mental Health created a C/S CPPITF to improve the Specialty Mental Health claims payment processing and services between the county and state. This Task Force will evaluate and recommend processes, tools and systems that can help to improve the current claims filing and reimbursement process between counties and the state. The Task Force will engage partners such as the Department of Health Care Services, Department of Alcohol and Drug Programs, APS, and County Mental Health Directors to develop ways to improve the county claims payment processing system. These are the brief and summarized notes from our meeting.

Attendance: Marcelo Acob (for Stan Bajorin, DMH), Maria Barteaux (SF County, via phone), Yvette Bell (DMH), Duane Henderson (Butte County via phone), Catherine Hendon (DMH), Rollin Ives (DMH by phone), Don Kingdon (CMHDA by phone), Dina Kokkos-Gonzales (DHCS by phone), Harriet Markell (CA Council of Community Mental Health Agencies), Rita McCabe (DMH), Gary Renslo (for Denise Blair, DMH), Cynthia Rodriguez (DMH), Loren Suter (DMH), Sean Tracy (DMH), Bill Ullom (APS Healthcare)

2:30 p.m. Welcome, Introductions and focus

New action items:

- The DMH (Catherine Hendon) is creating a DMH Webpage for Task Force activities, and will e-mail web page design to all Task Force members. Web Page design was reviewed by Task Force on May 12, 2008. Members are asked to provide any feedback to Catherine Hendon.
- The DMH (Denise Blair) will provide a Void, Correction, and Replace status report and summary at a future meeting once internal discussions have been resolved.
- The DMH (Sean Tracy) will extend an invitation to Susan Lucier, Deputy Director of Admin. at ADP, to participate in the Task Force.
- The DMH (Catherine Hendon) will incorporate Task Force member suggestions into the Task Force Charter and post the updated version on the intranet.
- The DMH (Marcelo Acob) will check with Stan Bajorin on the status of cost settlement recoupments.

Old action items:

- Task Force Charter will be further developed by DMH (Sean Tracy) and CMHDA (Don Kingdon), and DHCS (Irv White/Dina Kokkos-Gonzales) and distributed to the TF for review and approval.

7/21/2008

- The CMHDA (Don Kingdon) requested that DHCS (Bob O'Neill) make their SD II presentation at their joint meeting of Financial Services Committee and IT. It will be held on the first Thursday in May (May 1) from 10:30 a.m. to 1:00 p.m.
- San Francisco County inquired about claims processing coordination among ADP, DMH, and DHCS. DMH staff (Catherine Hendon) will work to get a response by our next meeting.
- The Task Force decided on regularly scheduled meeting times. Meetings will be held on the 2nd and 4th Mondays of each month, from 2:30 to 3:30 p.m., beginning with April 28th.
- The DHCS introduced Mike Nguyen, Acting CIO for DHCS, to the Task Force. Former DHCS CIO Christy Quinlin received a promotion to the State CIO Office.

Welcome, introductions, and updates:

1. All members introduced themselves.
2. The Task Force agreed to skip the meeting on the 4th Monday of the month, which falls on the Memorial Day holiday. We will resume our regularly scheduled meetings on June 9, 2008.
3. The DMH will extend an invitation to Susan Lucier (ADP Deputy of Admin.) to participate in the Task Force.

Review of Charter Draft:

1. The CA Council of Community Mental Health Agencies requested that incorporation of provider input should be included in the *guiding principles*.
2. The *task force objectives* lists that the Task Force membership may potentially include the entire claims processing stream (consumers through CMS). The DMH suggested informing CMS rather than engaging them in Task Force activities.
3. A question was raised regarding the level of involvement of the SCO. In the claims process, the SCO provides the warrant number needed in the SDII system. The DMH is engaging the SCO in this process.
4. Butte County suggested that we expand the *scope inclusions* to include addressing the various claiming requirements that different State departments impose on the counties and providers. The DMH will explore the option of working toward integrating these claiming requirements and whether this Task Force is the place to discuss this issue.
5. The DMH (Catherine Hendon) will add Harriet Markell to the Charter's list of members.

Discussion Points:

1. AB 1780 Update
 - a. Amendments were made to AB 1780 on April 29, 2008.
 - b. The AB 1780 language provides EPSDT administrative structure, and also includes methodologies and the appeals process.

2. Task Force web page
 - a. The DMH distributed a proposed location and design for the new web page.
 - b. Members are asked to provide any suggestions for the web page to DMH (Catherine Hendon).
3. The DMH responded to inquiry posed by SF County on April 7, 2008.
 - a. Summary of the question: What can DMH do to reconcile the different claiming requirements (e.g. different timelines) between ADP and DMH in the same claiming system.
 - b. Response: DMH (Denise Blair) is going to review these policies. It is possible that the two departments will not integrate their claiming requirements.
4. The DMH responded to an inquiry posed by CMHDA on April 7, 2008.
 - a. A question was raised about possible discrepancies in the FY 2005-06 cost settlement letters.
 - b. The DMH (Stan Bajorin) had responded to CMHDA's inquiry via e-mail shortly after the question was submitted. There is still a question of whether there is a suspension of cost settlement recoupments. Marcelo Acob will check on the Status of this issue with Stan Bajorin.
5. Don Kingdon, CMHDA, submitted additional agenda items.
 - a. Counties are having a problem with submitting claims, while they still need to be recertified by placing counties.
 - b. The PERM audit:
 - i. There is the possibility that charts will be pulled for both the PERM audit and the DMH EPSDT audit.
 - ii. Harriet Markell and Rita McCabe will attempt to begin a forum where those who have already received PERM notices and have participated in the study will provide information to those who may receive a PERM notice in the future.
 - iii. The route of audit communication goes directly from CMS to the providers.
 - iv. The CMHDA requests that DMH IT notify them when CMS requests a provider list.
 - c. The CMHDA wants to ensure that during the SDII testing process, there is county testing for the good cause override.
6. The DMH claims payment weekly reports are very beneficial to the counties. The new format is especially helpful.
7. April 2008 update was sent to OSAE. The report includes:
 - a. Early warning sheet for claims corrective action plan. This notifies responsible parties of OSAE recommendations with approaching due dates.
 - b. Updated DMH corrective action plan in response to OSAE claims review.

8. The DMH SD/MC II Steering Committee has begun work.
 - a. A high priority is SDII project timeline concerns.
 - b. The Steering Committee is also ensuring that counties have adequate time for system testing.
 - c. It is important not to let fiscal pressures solely determine the pace of the project.
 - d. Task Force members are asked to send any pressing issues to DMH's SDII project manager and coordinator, Bob Cutler and Catherine Hendon.
 - e. The CMHDA and DMH agreed that a point of contact to communicate SDII concerns/issues should be the SD/MC Claiming System Workgroup that is held bi-weekly on Wednesday afternoons. The IT Committee is another appropriate place to share SDII information.
9. On May 1, 2008 DHCS gave a SD/MC Phase II presentation at the CMHDA joint Fiscal and IT committee meeting.
10. The DMH informed Task Force members that audit feedback will be distributed in May-June 2008.
11. In regards to OSAE issue 8, "Claims processing times do not meet State and Federal Standards," DMH IT and Accounting are working on comprehensive timeline reports.
12. San Francisco County asked if there are any changes in cost settlement information. Marcelo Acob will take that issue back to Stan Bajorin for more information.

3:31 p.m. Adjourn

The next meeting is scheduled on June 9, 2008, 2:30-3:30 p.m., Conference Room 250B.